

# Moving from Binders to Bytes: Processing, Digitizing, and Publishing a Paper-Based Archive to an Institutional Repository

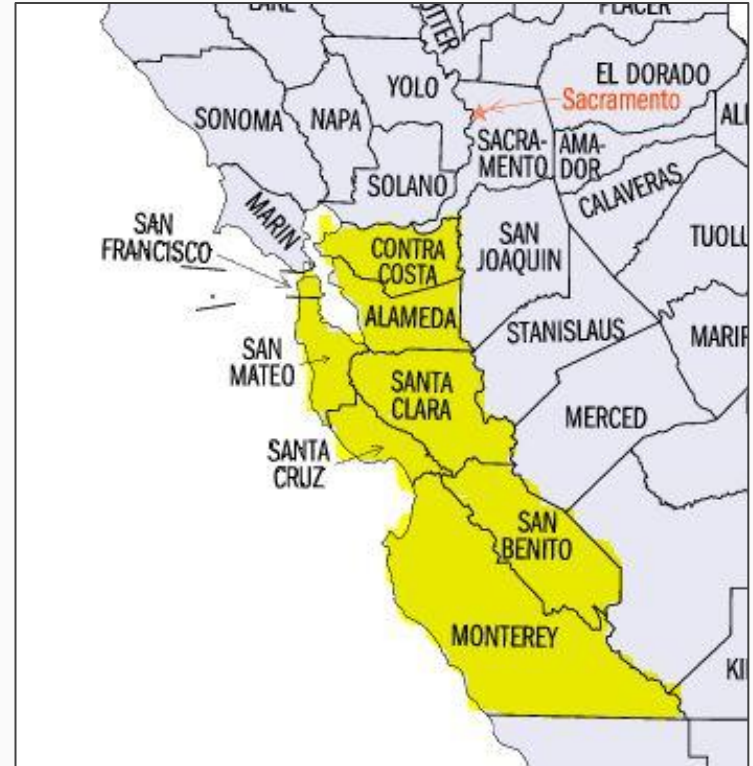
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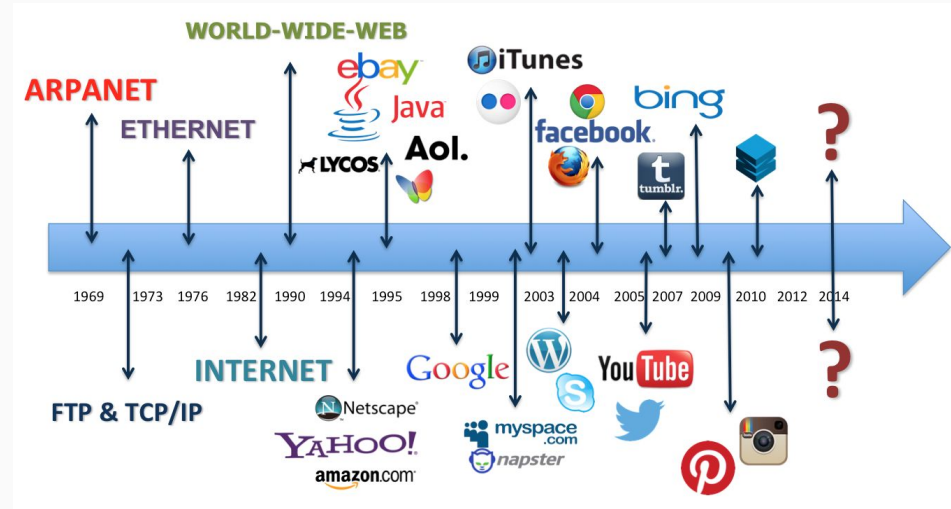
# The System Reference Center Archive

- Pacific Library Partnership's System Reference Center
- Files kept in 300+ binders
- Each file is a previous reference question



# Potential Research Value

- The archive spans 1972-2004
- Reference services, a core library function, has evolved as information became more readily available online
- Literature on the changing character of reference services is primarily anecdotal
- This archive could contribute primary documentation on the evolution of this vital service against the backdrop of a nascent information age
- [Sample Question](#)



# There is an Audience!

- NYPL's discovery of sample reference questions - [https://instagram.com/p/5pvC\\_ZzViB/](https://instagram.com/p/5pvC_ZzViB/)
- Interest in those materials from researchers, lay people, etc.

SOUTHNET REFERENCE REQUEST FORM		SOUTHNET # _____
DATE <u>6/16/88</u>	PATRON'S NAME _____	
NO DEADLINE _____	PATRON'S ADDRESS _____	
DEADLINE DATE _____	PATRON'S PHONE _____	
REASON FOR DEADLINE <u>SUN</u>		
ORIGINATING LIBRARY <u>NYPL</u>	LIBRARIAN <u>BARBARA</u>	PHONE <u>730-7300</u>
(ATTACH ORIGINAL BRANCH REQUEST)		
QUESTION (BE AS SPECIFIC AS POSSIBLE. PLEASE STATE IN COMPLETE SENTENCES.)		
<u>ORIGIN OF USE OF POMP &amp; CIRCUMSTANCE</u> <u>FOR GRADUATIONS</u>		

# Access and Entry Points into the Collection

- Metadata
- Text of the files
- Introductory text/background information
- [Sample Excel worksheet](#)

	A	B	C	D	E	F	G	H	I	J	K	
1	File Name	Reference Question/Topic	Purpose	Date of Query	Date of Fulfillment	Library	Region	Originating Library System	Language	Sources Used to Answer	Other Sources Consulted (If Any)	T S
2	2015_07_07_11_00_56	The origin and background of the legend of "Fiddler's Green."	personal	December 14, 1	December 20, 1	San Jose Public Library	n/a	Camino Real Regional Library System	english	Frazier, Edwards and John Gibbons. Soldiers and Sailors Words and Phrases.; Patridge, Eric. Slang Today and Yesterday.; Oxford English Dictionary;	Brewer's Dictionary of Phrase and Fable; Mythology of All Races; Frazer, The Golden Bough; Jobes, Gertrude. Dictionary of Mythology and Folklore; Tallman, Marjorie. Dictionary of American Folklore; The Funk and Wagnalls Standard Dictionary of Folklore; Radford, Edwin. Encyclopedia of Superstitions; Botkin, B. A. A Treasury of American Folklore; Evans, Bergen. Dictionary of Mythology; Botkin, B. A. A Treasury of Western Folklore; Christiansen, Reidar. Folktales of Norway; Colum, Padraic. A Treasury of Irish Folklore; Dorson, Richard M. American Folklore; Gann, Ernest K. Fiddler's Green;	b d e
3	2015_07_07_11_33_33	Documentation of a sailor abandoned by Drake at Drake's Bay who made his way to the East Coast and then back to England.	Personal	December 15, 1	December 20, 1	San Jose Public Library, Cambrian Branch	n/a	South Bay Area Reference Network	english	Wagner, Henry R. Sir Francis Drake's Voyage Around the World.;	Gibbs, James. Shipwrecks of the Pacific Coast; Lewis and Dryden's Marine History of the Pacific Northwest; Starr, Walter A. Drake Landed in San Francisco Bay in 1579: Testimony of the Plate of Brass;	b

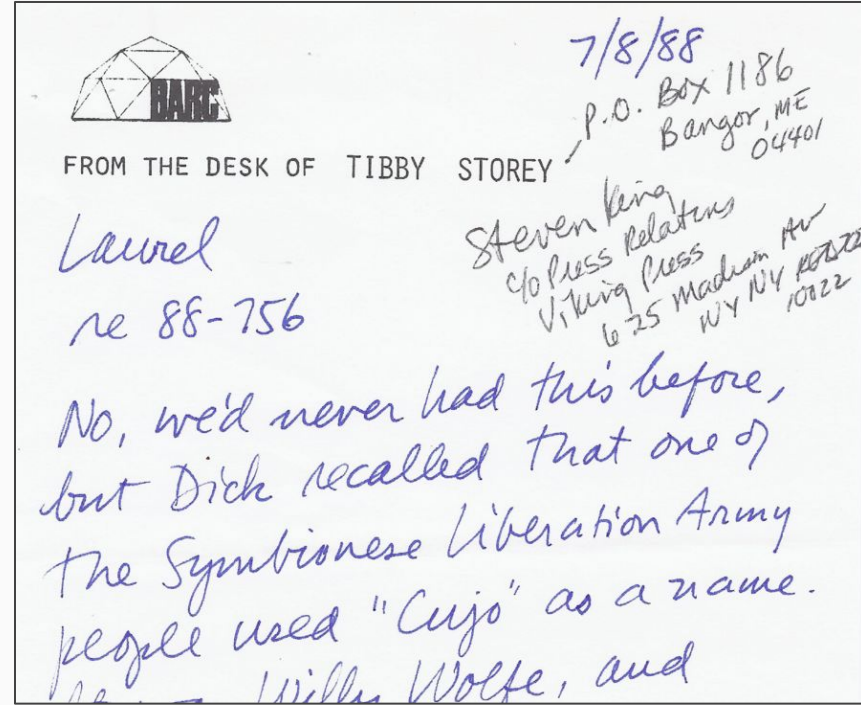
# Available Platforms

	Benefits	Challenges
<b>Content DM</b>	<ul style="list-style-type: none"><li>• Linkable metadata</li><li>• Metadata is highly customizable</li><li>• Text search drills down to the page</li></ul>	<ul style="list-style-type: none"><li>• Storage space and the associated costs</li><li>• Not in Google Scholar, which means less discoverability</li><li>• Not intuitive</li><li>• Optimized for images</li></ul>
<b>SJSU ScholarWorks (Digital Commons)</b>	<ul style="list-style-type: none"><li>• Unlimited storage space</li><li>• Discoverable in Google and Google Scholar</li></ul>	<ul style="list-style-type: none"><li>• Consultant-mediated platform</li><li>• Set number of structures available</li><li>• Non-linkable metadata</li></ul>



# Technical Difficulties and Challenges

- OCR process for archival material
- Level of description - which data fields and how granular
- Creating a local controlled vocabulary
- Long documents that are not easily scanned
- File format and scan quality from an archival perspective
- Consistency of description on a long term basis
- Sustainability of project



# Lessons Learned

- Technology can dictate where your efforts are expended.
- Know your tools in depth and what options are available to you.
- Sometimes you have to fit your collection to the tools and not vice-versa.

“As you know, you go to war with the army you have, not the army you might want or wish to have at a later time.” Donald Rumsfeld, 2004





# Outstanding Questions and Concerns

- Where do we go from here?
- How can we continue to fund and support the processing of this archive?
- How accessible do our materials need to be?
- How will researchers use this digital archive?
- Which metadata fields do we continue to capture?



# Acknowledgments

- Thanks to the Emeritus and Retired Faculty Association for their funding of this project
- Thanks to Steven Higaki; Christina Mune; Kathryn Blackmer Reyes; SJSU Library Administration, Access Services, and Information Technology Services; and bepress



Thank You!

Questions?

